The Statistics and Target Area Team Process

In accordance with the Intergovernmental Agreement (IGA) between the Department of Economic Security (DES) and the Arizona Health Care Cost Containment System (AHCCCS), the AHCCCS Quality Compliance Administration (QCA) conducts target area reviews at all DES eligibility sites. A random selection of approved and denied cases is made. These reviews are conducted annually, with the exception of any additional reviews that A-STAT and DES may deem necessary in order to achieve their mutual objective of meeting compliance in particular areas. A-STAT is designed to assist DES local office management by providing statistics on deficiencies discovered in reviewing the targeted area.

A-STAT looks at the actions taken in the review month. The review month is the calendar month prior to the month of the scheduled review. The review will be based upon documents and information in the file (including the view center) and rules set forth in the DES policy manual at the time of review

Notification
At least 30 days prior to the review, the assigned A-STAT reviewer will contact the Local Office Manager (LOM) and the District Program Manager (DPM) to advise that a targeted area review has been scheduled for that eligibility site. The office will be advised to hold all cases dispositioned in that month (non-imaged office) or to assure that they are imaged (imaged office).

Following the end of the review month, a list of requested cases will be sent. Once cases have been received or made available in the view center, the review will take up to two weeks to complete.

When the review is completed, A-STAT will send a report of the accuracy rate and deficiencies discovered during review of the targeted area. The accuracy rate will be determined by dividing the total number of cases found to be in compliance by the number of cases reviewed. A-STAT will identify areas that are not in compliance with the IGA, State and Federal regulations, or do not follow the policies and procedures outlined in the DES policy manual.

A copy of the report will be sent to the following:

DES	AHCCCS
Assistant Director, DBME;	Assistant Director, DMS
Program Administrator, DBME	Program Administrator, QCA
Program Services Administrator, DBME	
Policy Manager, FAA	
District Program Manager	

Provision of Cases

All DES offices will be notified at least 30 days in advance of the cases needed to conduct the review. Imaged offices will be required to have cases scanned in time for the review. Non-imaged offices will be required to have material cases ready for pick-up in time for the review. Any cases not provided by the scheduled time, as agreed between DES/FAA, will be considered as not having verification. Cases are due two weeks following the date of request.

A-STAT will randomly select 300 cases from reports provided by FAA systems for the targeted area review. Only 150 cases will be requested from smaller offices, as determined by A-STAT/DES. If 150 cases are not available, A-STAT will review all cases processed by the site in the review month.

Plan of Action

A-STAT will request DES/FAA to submit a plan of action (POA) to address deficiencies within 30 days from the report date.

Reconsiderations

The eligibility site has 15 calendar days from the report date to request a reconsideration of any deficiencies discovered by the A-STAT team. The A-STAT team will respond within 10 days and communicate with DES, if necessary, to seek resolutions.

Definitions of Case Findings

A-STAT reviews all actions pertaining to the target area. Any deficiencies indicate that the requirements were not met. The findings are cited on the A-STAT worksheet with the following:

- **Verified (V)** - Based on DES/FAA Policy and Procedures, the Intergovernmental Agreement, State and Federal Regulations, the target area must have verification by hard copy (HC), collateral contact (CC), or participant statement. A deficiency indicates that requirements were not met.

- **Documented (D)** – Documentation to support or clarify the decision was not met

- **Explored (E)** – Exploration of available information not clarified or resolved.

- **Keyed (K)** – Information keyed incorrectly; transposed information; failure to key information

- **Comments –** This section will contain a brief and concise explanation describing the deficiency in the target area. Any other concerns that could affect the case, but do not pertain to the target area, will be not be cited, but will be noted in this section.